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JUN 16 2004

**Office of the Director
Group 3600**

James M. Stover
NCR Corporation
1700 South Patterson Blvd, WHQ4
Dayton, OH 45479

In re Application of
John D. Frazier et al.
Application No. 09/943,708
Filed: August 31, 2001
For: CUSTOMER SATISFACTION THROUGH
CUSTOMER IDENTIFICATION AND
SERVICE-TIME MEASUREMENT

**DECISION ON PETITION
TO WITHDRAW THE
HOLDING OF ABANDONMENT**


This is a decision on applicants' petition to withdrawal the holding of abandonment filed on April 26, 2004.

The petition is **GRANTED** in view of the following evidence of timely filing :

- ☒ Postcard receipt being dated January 29, 2004.
- ☐ USPTO return facsimile receipt dated _____, which references the application by serial number and the amendment that was filed on that date.
- ☐ Certificate of Mailing/Transmission signed on _____ and supported by a statement under 37 C.F.R. 1.8(b)(3).
- ☐ Hand Delivery Receipt of the specific documents submitted dated _____.
- ☐ Certificate of Transmission of CPA under 37 C.F.R. 1.6 filed on _____.
- ☐ Express Mail Receipt under 37 C.F.R. 1.10 dated _____.

This application is being forwarded to the Supervisory Legal Instruments Examiner for entry of the response filed with the petition, then to the examiner for prompt action on the response.

KJD/vdb: 6/3/04


KENNETH J. DORNER
SPECIAL PROGRAMS EXAMINER
TECHNOLOGY CENTER 3600